

Dear Readers,

I write in response to your article by Lyn Grainger in last week's edition of your newspaper.

We the Cure the NHS campaign did not intend to offend or discredit the Patient and Public Involvement in Health Forum. Please accept this as an apology if you interpret our campaign as a criticism of the many improvements that you have brought to the patients and families using the hospital.

This week I have had to visit a gentleman who had cared for his wife who suffered with Alzheimer's disease. Without the bus service between Cannock and Stafford hospital he would have been unable to visit his wife who was a patient in Stafford hospital.

Luckily for him the service was in place as he had the misfortune to visit his confused wife one day who he had left there the previous evening, to find her gone the next.

When he eventually found a nurse he asked her where his wife was. The trained nurse pointed her finger at him telling him she had told him the previous day his wife would be moved to Cannock in the near future.

He then asked "Yes but I wasn't expecting it so soon, couldn't you have phoned and told me before visiting time"?

The nurse replied sharply "we haven't had time". His wife had been moved the previous evening at 4.30pm.

The gentleman was then able to get a bus back to Cannock but unfortunately he was too late to then visit his wife in the Cannock hospital.

Cure the NHS wants to try and stop this chaos that is happening within the hospital. It's not about pointing criticism at any group/person that is trying to make improvements for patients.

Why, was that gentleman treated so badly why has this hospital failed so many families? Why did the member of staff point and dismiss this gentleman as not being important enough to be informed that his wife of 50 years was moved to another hospital.

The hospital has been responsible for the painful and degrading deaths of our loved ones. We the carers have had to watch as our relatives, some we have cared for, for years. We have had to watch as they have wasted in front of our eyes. Some slowly, some of us struggling for weeks as they, fought to be strong but lost the will to live in such an uncaring environment. We had to surrender and let them fade away. We watched and that is something that will haunt many of us, I only hope, not forever.

Many of us knew we were losing our loved ones their basic needs were not being met. Without nourishment we knew they would lose their battle and they did. Some pleaded with staff to alert them to their concerns but several staff was dismissive and

rude.

Since the launch of the campaign I have received over 50 letters and many more supporters. Many of the letters highlight that some the staff's attitude to their concerns was often a disgrace. At a time when they needed assistance they were dismissed as unimportant and a hindrance.

Cure the NHS is about asking questions around recruitment, staff development, training and yes, disciplinary procedure. What are their procedures for rude and uncaring staff? We want to know why, when we have complained about the Nurse Ratchet's nothing is done. Nurse Ratchet is protected by the very people we pay to protect us! Nurse Ratchet remains unscathed, a student then shadows her and we end up with another nurse Ratchet, the cycle continues.

We want to know why so many of our relatives died, infected with super bugs without being able to see how many other patients died riddled with infection like ours, what is being done?

We regret any offence we only want to try to improve standards for vulnerable people. We are not concerned with politics, scoring points or any personal gain. Upsetting you is a deep regret but at the same time it makes me wonder why you doubt we would not be impressed with you achievements. What now concerns me and has since the launch of this campaign is why isn't everyone appalled at the way vulnerable adults are treated within that hospital.

This group is asking for nothing and after three months of campaigning we have achieved nothing! This neglect continues the gentleman carer lost his wife two weeks ago along with two other families. All suffered within that uncaring institution.

Another headline, accidental death recorded at another inquest. How many more will there be before you the members of Staffordshire look at what is happening and think that this could affect you or I tomorrow. Our campaign isn't only about elderly care, I recently had a letter from a woman of 24 able one day vulnerable the next.

We are only a group of carers who have lost our loved ones or who have nearly lost them. We have been thrown together all at different stages of grieving. Some are strong and others weak but together we bring comfort to each other. The only thing we are interested in, is when we watched our loved ones suffer and fade over days and weeks we can try to stop this happening to others. Please don't fight with us but help us to stop this neglect by those we pay to care.